



Citizens Services Division Frederick County, MD



The Citizens Services Division of Frederick County Government is comprised of:

✓ **Administration – Pat Rosensteel, Division Director**
520 North Market Street, Frederick, MD 21701

Phone 301.600.1063
FAX 301.600.1636

The Administration provides direct oversight/monitoring to all departments within the Division. In addition, the Emergency Food Administration Program and the Frederick County Grants for Human Services are administered through this office.

- **Management Oversight of 8 Citizens Services Departments**
 - Advocacy & Interdepartmental Relationships
 - Public/Private Partnerships
 - Boards and Commissions
 - Policy and Program Planning
 - Building Management
 - Emergency Preparedness
 - Overall Management of Personnel and Financial Resources
- **Grants Program Management**
 - Grants for Human Services
 - Emergency Food Assistance Program

✓ **Child Advocacy Center – Joy Rowe, Director**
520 North Market Street, Frederick, MD 21701

Phone 301.600.1758
FAX 301.600.3284

Our Mission - The Child Advocacy Center (CAC) of Frederick County assists children who are victims of sexual and/or physical abuse. The CAC provides prevention, intervention, and treatment to sexually and/or physically abused children ages 0 through 17 years and their non-offending family members through communication and cooperation with member agencies.

The Frederick County Child Advocacy Center (CAC) is a child-friendly facility designed, staffed and equipped to provide comprehensive and coordinated multidisciplinary services to child abuse victims ages 0-17 and their families.

Multidisciplinary approach to provide:

- A child-friendly atmosphere for child abuse interviews
- On-site medical examinations in a non-threatening environment
- Coordination of investigative, legal, medical and mental health services
- Information and referrals to other appropriate community agencies

The CAC only receives referrals from Frederick County Department of Social Services' Child Protective Services Division (CPS) or local law enforcement agencies.

✓ **Department of Aging – Carolyn True, Director**
1440 Taney Avenue, Frederick, MD 21702

Phone 301.600.1605
FAX 301.600.3554

The Department of Aging offers programs and activities that support older adults in their effort to remain healthy, active and independent members of the community. Services include:

- **Information, Assistance, Referral and Outreach** – to seniors, caregivers, families and the community
- **Congregate and Home-delivered Meals** (Meals on Wheels) - Provides approximately 15,300 congregate and 44,600 home-delivered meals every year
- **Transportation** – to five senior centers: Brunswick, Frederick, Emmitsburg, Thurmont, and Urbana
- **Health and Wellness** – Nursing assessment, health education and screenings, and fitness/wellness classes

- Health Insurance - Counseling and education about Medicare, Medicare fraud and abuse, Medicare Part D and Medigap policies
- Care Management Services – For clients in the Medicaid Waiver, Money Follows the Person, Caregiver Support and Guardianship programs
- “Aging in Place” Services (Senior Care) – Assessment, aide services, and meals
- Guardianship - Circuit Court appointed to coordinate ongoing care and management of eligible persons 65+ - Annually serve 15 – 20 clients
- Ombudsman Program – an advocacy service for long term care facility residents. Calls may be made anonymously

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Department of Housing & Community Development – Jennifer Short, Director
520 North Market Street, Frederick, MD 21701

Phone 301.600.1061
FAX 301.600.3585

Department of Housing aims to enhance the living conditions of low to moderate-income households residing in Frederick County through homebuyer assistance programs, rental subsidy programs, homeowner rehabilitation programs, developer programs, and information and referral services. The Department also administers the County's Livability Code For Renters, which serves to protect the safety and welfare of renters through inspections made on a complaint-based system.

- Rental Assistance Programs –100% grant funded serving up to 500 families annually with rental subsidies to private landlords
- Bell Court Senior Housing – County owned – 28 units of affordable rental housing, located in Woodsboro, Maryland, for age and income restricted residents of Frederick County
- Homebuyer Assistance Programs –Down payment and closing cost assistance through federal and state funded programs
- Moderately Priced Dwelling Unit (MPDU) Program– Required in all developments of 25 or more units on public water and sewer located outside of municipalities. Developer must build 12.5% as moderately priced for homebuyers earning up to 70% of HUD Median Income Limit. No rental units at this time; when available, income limit will be 50% of Median
- Developer –Affordable Housing Programs
 - Development Impact Fee Exemption Program – Exemption from payment of development impact fees for qualifying organizations
 - Deferred Loan Program –0-% interest loans to developers of affordable housing to acquire, construct, rehab or preserve housing – 5 to 1 leverage requirement
 - Payment in Lieu of Taxes (PILOT)- reduction of real estate taxes on construction of affordable rental housing for a specified time period – secured by recorded agreement
- Homeless Grants Administration – Emergency Shelter and Service Linked Housing Grants, providing funding for shelter operations and case managers
- Homeowner Rehabilitation Programs – State loans for home rehabilitation or replacement, including lead removal, code compliance, emergency repairs, plumbing, structural, etc.
- Livability Code Enforcement – Assuring health and safety in rental housing
- Housing Resource & Referral – Department serves as a resource center providing current information on market rate rental housing, subsidized housing, senior housing, transitional facilities and homeless facilities and referral on housing related services

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Family Partnership – Shelly Toms, Director
8420 Gas House Pike, Suites EE, Frederick, MD 21701

Phone 301.600.2206
FAX 301.600.2209

Family Partnership serves children, youth and families through comprehensive center-based services. Home based services are also offered to parents with young children.

Program services include:

- Economic Self-Sufficiency – Education services include adult basic education classes, GED preparation classes, Flexible High School classes and English Language Learners classes. Employment Services include job search assistance, job readiness and career exploration workshops, and computer skills activities. In FY10 78 participants obtained full or part- time jobs, and 27 diplomas were awarded
- Life Skills and Health Education – Workshops and activities to build and support communication skills, daily living skills, citizenship, health/wellness, and leadership development were provided to 356 participants in Frederick and in FY10
- Child Development – Developmentally appropriate activities for infants & toddlers aged 0-3 years and planned parent interactive activities designed to support healthy child growth and development were provided to 320 children during FY10

- ☐ Parent Education and Support Groups - Curriculum based and informal workshops for adolescent and adult custodial or non-custodial mothers, fathers, caregivers, and expectant parents. 356 parents served in FY10

√ **Human Relations – Miles Ward, Director**
520 North Market Street, Frederick, MD 21701

Phone 301.600.1109
FAX 301.600.2085

The Human Relations Department (HRD) investigates allegations of unlawful discriminatory treatment in the areas of housing, employment and public accommodations, based on age, race, sex (gender only), religion, national origin, marital status, physical and mental disability, familial status and source of income. All inquiries to the HRD are free and confidential. The HRD's hours of operation are Monday-Friday, 8:00 a.m.-4:00 p.m. Appointments during non-business hours can be arranged upon request.

The HRD routinely provides Equal Employment Opportunity (EEO) training to County Government employees, as well as to private sector employers, upon request.

The Human Relations Commission (HRC) is an organization of 15 volunteer citizens, appointed by the County Commissioners, who work to ensure a County free of illegal discrimination and injustice. The mission of the HRC is to pursue and promote equal opportunity for everyone; and to foster the positive aspects of multiculturalism and its impact on the community. This is achieved by:

- ☐ hosting an Annual Naturalization Ceremony where up to 100 individuals take the Oath of Allegiance to become new U.S. citizens
- ☐ sponsoring an Annual Awards Program recognizing and rewarding students, individuals, organizations and businesses who work toward improving human relations in Frederick County
- ☐ annually sponsoring a Human Rights Day celebration
- ☐ hosting an Annual Legislative Luncheon to discussion human rights needs in the community, and the vision for Frederick County
- ☐ sponsoring community forums throughout the year focusing on the human rights needs of the community

The HRC also serves as the appellate body for cases that have been investigated by the Human Relations Department

The HRC holds public meetings on the last Tuesday of each month, 7:00 p.m., in the third floor conference room, Winchester Hall, 12 East Church Street, Frederick, MD 21701. The public is invited and encouraged to attend.

√ **Office for Children and Families – Christal Hanson, Director**
520 North Market Street, Frederick, MD 21701

Phone 301.600.3533
FAX 301.600.3400

The Office for Children and Families, Home of the Frederick County Local Management Board, seeks to create a more efficient and effective system of care for the children and families of Frederick County through:

- ☐ developing service, family, community and financial partnerships
- ☐ designing goal directed services that are client center and family focused
- ☐ targeting resources to families with the greatest needs; and
- ☐ implementing a monitoring and technical assistance system to ensure that efficient and effective services are delivered, with measurably positive client outcomes

Programs offered include:

- ☐ Healthy Families Frederick – Collaborative prevention of child abuse/neglect via intensive home visiting. Serves approximately 90 first time parents and their children annually
- ☐ Interagency Family Preservation – Services are time-limited, intensive family-centered services for families in crisis whose children are at imminent risk of out-of-home placement. Serves approximately 90 families annually
- ☐ Multisystemic Therapy – Evidence-based diversion program for juveniles facing potential residential placement. Serves 20 youth annually
- ☐ Single Point of Access (Western MD 2-1-1) – Telephone service that is staffed 24/7 by trained call specialists to help families access and coordinate available services and supports, both public and private, to address the full range of needs encountered by families with children involved with multiple child serving agencies or who has intensive behavioral, educational, developmental, and/or mental health needs. Serves approximately 150 youth annually
- ☐ Systems Navigation – Provide intensive supports, linkage and coordination for families who require assistance beyond the resource/referrals provided by the Single Point of Access. Systems Navigation services are provided to families whose child is

- Children's Mobile Crisis - A mental health team that staffs a child and adolescent mobile service to perform Crisis Intervention in natural setting
- Health-E Kids - Expands access to health care in the following prioritized areas: (1) prenatal care to low-income pregnant women who would otherwise be unable to access care; (2) dental care to low-income children who are unable to access care; (3) mental health care for children and their families who are unable to access care or who require more intensive care
- After School Program – Academic enrichment, recreation, social and leadership development for at-risk youth in 5 middle schools. Serves approximately 150 youth annually

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TransIT Services of Frederick County – Nancy Norris, Director
1040 Rocky Springs Road, Frederick, MD 21702
nnorris@FrederickCountyMD.gov

Phone 301.600.3538
FAX 301.600.3471

The TransIT team of transportation professionals is committed to providing high-quality public transportation, paratransit and commuter services in a safe, dependable, and courteous manner. TransIT promotes mass transportation alternatives in the region and assists Frederick County citizens to select the most cost-effective and convenient transportation alternatives.

Public Transit

- **The Connector Routes** operate in Frederick City and urbanized areas of Frederick County serving medical, employment, education and shopping centers. Six Connector Routes can deviate within a ¾ mile corridor of the route for passengers who are unable to board the bus at a regular time-point because of a disability. Eight Connector Routes operate Monday - Friday, 5:30 am - 9:30 pm (until 9:45 pm on Fridays). Six routes operate on Saturday, 7:30 am - 9:45 p.m. The #65/Walkersville Connector operates Monday – Friday 7:00 a.m. – 7:10 p.m. and 7:30 a.m. – 6:40 p.m. on Saturdays.
811,727 trips provided in FY12.
- **Commuter shuttles** operate each weekday between Frederick and the Route 85 business corridor, Emmitsburg/Thurmont, and Brunswick/Jefferson. The East County shuttle serves the Spring Ridge area on Tuesdays and Thursdays.
24,552 trips provided in FY12.
- **Two Meet-the-MARC shuttle routes** operate each weekday providing service to the downtown Frederick and the Point of Rocks train stations.
28,074 trips provided in FY12.

Paratransit

- **TransIT-plus** is a demand-response paratransit service for senior citizens and people with disabilities. ADA Paratransit is available for individuals with disabilities that prevent them from using the fixed route bus service in the City of Frederick.
45,451 trips provided in FY12.

Total FY12 System Ridership: 909,804

Commuter Assistance

- **Rideshare** - Frederick County is a member of the Washington Metropolitan Council of Governments *Commuter Connections*. A computerized car- and vanpool matching service is offered free to Frederick area commuters.
- **Commuter Information** - TransIT provides information on regional transit options including MARC commuter rail, MTA commuter bus, Metrobus and Metrorail, and Montgomery County Ride-On.

FLEET SIZE: 27 lift-equipped transit buses 25 small buses (23 are lift-equipped) 4 sedans/minivans

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Workforce Services – Laurie Holden, Director
5340 A Spectrum Drive, Suite A, Frederick, MD 21703

Phone 301.600.2761
FAX 301.600.2906

Frederick County Workforce Services (FCWS) provides reemployment, retraining and retention programs to unemployed, underemployed, youth and businesses. The business led Workforce Development Board (WDB) guides FCWS in delivering a qualified workforce for Frederick County.

- Job seeker services
 - Job search and career transition
 - Computer literacy and internet job resources
 - Résumé and interview preparation
 - Career assessment and guidance
 - Career Resource Lab
 - Occupational skills training funding
- Youth Services
 - Summer jobs for youth in at risk situations
 - Management of Workforce Investment Act (WIA) youth grant to Family Partnership
 - Administration of the Workforce Development Board Science, Technology, Engineering, Math (S.T.E.M.) Scholarships
 - Work Study program for Frederick County Public Schools special needs students
 - Leadership of Johns Hopkins University Engineering Innovations program
- Business Services
 - Recruitment and hiring
 - Outplacement assistant
 - Pre-assessment of employee skills and aptitudes
 - On-the-Job Training funding for new hires
 - Maryland Business Works to up-skill workforce and retain jobs
 - Customized employee training in partnership with Frederick Community College
- As the County's designated Workforce Investment Act Administrator, Workforce Services provided workforce development services to over 5122 customers in FY 2010, an increase of 86% over FY 2009.
- Other Accomplishments FY 2010:
 - Provided 607 job preparation seminars for 5,357 participants.
 - Met or exceeded Department of Labor performance standards, earning an 88% entered employment rate and a 91 % retention rate for registered customers.
 - Provided outplacement and career transition services to dislocated workers in plant closings or mass layoffs, serving 17 business and 1373 workers.
 - Provided 90 customized hiring and recruitment events.
 - Trained 988 workers at 37 businesses through fee for service partnership with Frederick Community College.
 - Administered five summer week jobs program, which provided work experience for 135 youth; 85% earned outstanding evaluations.
 - Workforce Services' comprehensive online Guide to Fort Detrick Employment was selected as a promising best practice by the National Association of Workforce Boards and advances the County's Live Here, Work Here goal.
 - The Workforce Development Board raised over \$37,000 to sponsor the Johns Hopkins University Engineering Innovations program for Frederick County.
 - For every dollar spent on a Workforce Services customer in FY 2009, \$29.49 was returned to the local economy. The average cost per customer was \$483.